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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: PUBLIC SAFETY DISPATCHER

DEFINITION

Under supervision, to operate radio-telephone transmitting and receiving equipment and a computer-aided dispatch (CAD) system on an assigned shift; to dispatch required law-enforcement, fire, medical or other emergency services, personnel and equipment; and to do related work as required.

REPORTS TO: Supervising Public Safety Dispatcher

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from a Supervising Public Safety Dispatcher. May assist in training of lesser-experienced Public Safety Dispatchers.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receive incoming telephone and voice radio calls on an assigned shift; input and retrieve information in a computer-aided dispatch (CAD) system.
- Obtain and record information and use voice radio or mobile data terminal (MDT) to dispatch necessary law enforcement, fire medical, and other emergency services such as ambulances and tow trucks.
- Keep radio and/or mobile data terminal (MDT) contact with units on assignments.
- Compile data and maintain records of emergency recorded, equipment and personnel dispatched, and/or disposition of emergencies.
- Send, receive, and decode teletype information.
- Provide a variety of public information relating to law enforcement or fire activities as permitted.
- Maintain logs of radio and telephone transmissions, recording, and status control devices.
- Operate a variety of equipment and appliances such as a computer-aided dispatch (CAD) keyboard, standard IBM type computer keyboard, and alarm monitoring system.
- Coordinate emergency calls and relay information and assistance requests involving other law enforcement and firefighting agencies.

QUALIFICATIONS

Knowledge of:

- Modern office methods, equipment, and procedures.
- Correct English usage, spelling, punctuation, and grammar.

Ability to:

- Use standard broadcasting procedures and rules associated with the operation of an emergency services communication network.
- Hear and comprehend radio traffic and routine interpersonal communications with supervisors and adjacent dispatchers.
- React quickly, efficiently, and calmly in an emergency situation and adopt an effective course of action.
- Operate computer terminals including use of the computer-aided dispatch (CAD) system software.
- Use manual dexterity in operating a computer terminal, telecommunications devices, data cards, time stamp, and multi functional radio operating console.
- Perform a variety of clerical tasks such as filing, record keeping, and typing.
- Exercise independent judgment and work with a minimum of supervision.
- Understand and carry out oral and written directions.
- Learn and interpret maps.
- Establish and maintain effective relationships with those contacted in the course of work.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience:

Equivalent to the completion of the twelfth grade and six months recent experience (within the last three years) in police/fire/military emergency vehicle dispatching.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENTS

Must be able to pass an orally administered typing test at 35 wpm.

Must be able to pass an intensive police background investigation.

Must be able to sit for long periods in a confined area and wear a radio headset.

Must be able to work rotating shifts (days, swings and graves), weekends, holidays and overtime, as required.

Possession of, or ability to obtain within 6 months of employment, a POST Basic Dispatcher Certificate or equivalent certificate.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Public Safety Dispatcher

TO: Supervising Public Safety Dispatcher